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YOUR ESSENTIAL GUIDE TO LIVING IN

# WATERWAY GARDENS

HALLS OF RESIDENCE

# WELCOME TO YOUR HOME!

Welcome to your halls of residence, your home at De Montfort University (DMU) for the next year. For many of you, this will be the first time you have lived away from home and we will work hard to create a safe and comfortable environment for you.

## What's my new address?

Name, room number  
Door number  
**Mint Road**  
Waterway Gardens  
Leicester LE2 7EB

Name, room number  
Door number  
**Sage Road**  
Waterway Gardens  
Leicester LE2 7ES

Halls are managed under the Universities UK Code of Practice.  
For more information, please visit [uukcode.info](http://uukcode.info)



## Staff and useful contacts

Hall managers are responsible for the smooth running of the halls of residence and are your first point of contact. Their duties include: student support, reporting maintenance, monitoring health and safety standards as well as cleaning standards of the hall and dealing with disciplinary matters.



**Lynne Willett**  
**(Based in Bede Hall)**  
**T:** (0116) 250 6593  
**M:** 07710 117 672  
**E:** [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk)  
**Hours:**  
Mon–Thurs 8.30am–5pm  
Friday 8.30am–4.30pm



**Ellie Milton-White**  
**Evening Hall Manager**  
**M:** 07788 184 198  
**E:** [halls@dmu.ac.uk](mailto:halls@dmu.ac.uk)  
**Hours:**  
Mon–Fri 4.30pm–9.30pm



## HALL STAFF

**Building attendants** are based at Bede Hall and New Wharf Hall and provide out-of-hours student support.  
Monday–Friday: 9pm–9am, weekends: 24 hours  
Building Attendants can be contacted via Security on **(0116) 257 7642**

**Derwent Living Rep** - carries out minor repairs, maintenance, fire and gas safety checks.

**Domestic assistants** clean communal areas (not kitchens).  
Monday, Tuesday: 8.30am–1.30pm, Wednesday: 8.30am–11 am

## USEFUL CONTACTS

**DMU Security** are on site 24/7 and can be contacted on **(0116) 257 7642**

**Police:** DMU's campus police officer can be contacted Monday to Friday 9am to 5pm.  
Contact details can be found on the flat notice boards.

**Student Gateway** for advice and support visit Gateway House  
Monday–Friday: 9am–5pm  
Call **(0116) 257 7595** or email [studentgateway@dmu.ac.uk](mailto:studentgateway@dmu.ac.uk)

**Please see your kitchen notice board for more details.**

# FACILITIES AND SERVICES

## KEYS

You will be given a set of keys, one to access your house and the other to access your bedroom. Your keys are your responsibility so please keep them safe. If you lose your keys, you will have seven days to find them before you are charged for the replacement set.

## MAIL

Mail is delivered by Royal Mail. When you move out it is your responsibility to ensure that all relevant parties are notified in advance of your change of address. Mail received after the end of your contract will be marked 'returned to sender' and returned to the Post Office. We have the right to refuse a delivery if parcels are incorrectly addressed or are suspected to contain items that are not permitted in the halls.

## CLEANING

Residents are responsible for cleaning bedrooms, kitchens and communal areas as well as defrosting the freezer and taking the rubbish out. You can recycle paper, plastic and glass. Do not leave rubbish on landings or stairwells. Domestic assistants will clean the bathrooms, stairs and landings, as appropriate. We understand that many of our Waterway Gardens students will have irregular shift patterns. If you are sleeping throughout the day, just leave a note on the kitchen door, and we will make sure that day we won't Hoover, and wake you up!

## INTERNET

For information on internet packages and prices, see your welcome pack, contact us.

**T:** (0333) 123 0112

**E:** [support@studentcom.co.uk](mailto:support@studentcom.co.uk)

**W:** [studentcom.co.uk](http://studentcom.co.uk)

## CAR PARKING

Car parking permits are limited and are provided on a first-come, first-served basis through Leicester City Council at a cost of £25 per year (subject to change). For more information on how to obtain a parking permit, please contact your hall manager.

## BICYCLES

Lock and secure your bikes in the shed provided. Keys are issued by the hall manager for a £5 refundable deposit. Don't forget to register your bicycle with DMU's cycle registration scheme — you'll even get a free bike lock (subject to availability). Do not store bicycles in the house.

## FIRST AID

One first aid box is issued to each house in Waterway Gardens.

## FIRE SAFETY

If you activate the fire alarm as a result of carelessness or negligence, you will receive a written warning and may incur charges from any damaged caused. Repeat offenders or serious cases of negligence will be handed over to our University Investigation team. Malicious instigation of a fire alarm or tampering with fire equipment will also be treated as a disciplinary matter and may lead to criminal proceedings.

You will find the red fire safety file in your kitchen. Please familiarise yourself with the premises, fire escape routes, alarm systems and evacuation procedures. Failure to evacuate on activation of a fire alarm will be treated as a disciplinary matter.

Please ensure that all fire doors are kept closed at all times. It is prohibited to wedge or prop fire doors open.

## STAFF ACCESS

University and Derwent Living staff may enter your rooms to carry out inspections, repairs, health and safety checks as well as to test fire alarms and to perform other duties. Prior notice will usually be given but if this is not possible, they will knock before entering and leave a courtesy note if you are not in.

## INSURANCE

Please visit [endsleigh.co.uk/reviewcover](http://endsleigh.co.uk/reviewcover) for further details and to upgrade your cover.

## ELECTRICAL EQUIPMENT

Staff will test all electrical equipment and reserve the right to disconnect anything deemed unsafe. If your equipment fails a test, you have five days to repair or remove it. The voltage of mains electricity in the UK is 240v. The standard plug (BS 1363) in the UK is a three-pin model. It is advisable not to bring any electrical items that need mains power unless they are dual voltage 110-120/220-240v.

## REPAIRS AND MAINTENANCE

All repairs and maintenance is carried out by Derwent Living. Please report any repairs as soon as possible to the hall manager or via email. Derwent Living will be notified and take appropriate action according to the urgency of the matter. In the event of an emergency (i.e. fire or flood) you can call Derwent Living directly on **(0843) 289 2329**.

## TV

There are TV points in all study bedrooms and in the lounge area. Students will need to bring a co-axial cable lead and get a TV licence.



# LIFE IN HALLS

## ABSENCES

If you are going to be away from halls for a night or more, please tell us. Fill in an absence slip and give it to the hall manager before you go. They are located just outside your Hall Managers Office. Damages that are applied to all residents will be charged to all those in occupation at the time. Absence slips are the only form of supporting documentation used to determine whether you will be charged or not. You must complete the slip before you go away as retrospective claims will not be accepted.

## HOUSE INSPECTIONS

These take place throughout your tenancy. The hall manager carries out kitchen inspections and you will be given a warning if it is unclean. If you fail an inspection we will leave you a checklist detailing what you need to do. After three warnings, you will be charged for it to be cleaned to an acceptable standard. Charges will be £25 per person with additional charges being split between all occupants of the flat. These include: £50 for each cooker, fridge or freezer that needs cleaning and £10 per bag of rubbish that needs to be removed. If contract cleaners are required, their fee will be payable by the occupants of the flat.

## DAMAGE DEPOSITS

Your £200 deposit paid before moving in is there to cover any damages, fines or charges incurred during your year in halls. You must report all damages, including those in communal areas, to your hall manager. Any damages caused by misuse will be deducted either individually or collectively from your damage deposit in accordance with your Accommodation Terms and Conditions 2017/18. While damage is monitored throughout the year, inspections are not carried out until the halls have been vacated at the end of the contract period. For more information contact your hall manager.

## DISCIPLINE

You are expected to behave in a reasonable and sensible manner so the halls are an enjoyable place to live. Misconduct and anti-social behaviour will not be tolerated and you will face warnings, fines and possible termination of your tenancy if disciplinary action is taken. For more information visit [dmu.ac.uk/studentregs](http://dmu.ac.uk/studentregs)

## MOVING OUT

You will need to ensure your rent is paid even if you move out before the contract end date.

## PAYING YOUR RENT

You will receive an invoice from Finance in October from which you will be able to select your payment plan. If you pay your rent in full before the 21st October 2017 you will receive a 5% discount. If you need to speak with Finance regarding paying your rent in halls, you can contact Karen Clarke via email at [income@dmu.ac.uk](mailto:income@dmu.ac.uk)

You must inform your hall manager in writing if you intend to leave during your contract period.

If you need assistance with your student finance or your money situation generally, please contact our Student Finance and Welfare team at [moneyandwelfare@dmu.ac.uk](mailto:moneyandwelfare@dmu.ac.uk) or, to make an appointment, visit the Student Gateway in Gateway House.



## HALL RULES

- Smoking is banned everywhere inside our buildings, including shisha pipes and e-cigarettes. If you smoke outside, you must be 10m away from the buildings
- Do not tamper with any fire safety equipment, including fire alarms
- Do not use or bring illegal drugs including nitrous oxide or other psychoactive substances on site
- No BBQs
- Ball games, roller skating, skate boarding and hoverboards are banned in and around university halls
- DJ decks, subwoofers, laser pens, e-cigarette chargers and cube adaptors are not allowed
- All visitors must leave by midnight and not return until 8.30am. Guests are not allowed to stay overnight
- Be considerate to your neighbours and avoid playing music between 11pm and 8am
- Do not place items of clothing on heaters as this causes them to burn out and need repairing/replacing
- We do not tolerate anti-social behaviour against students or staff
- Health and safety signage, information and instructions must be strictly adhered to at all times
- No pets or animals
- Do not leave items in the corridors or block the fire exits